

Budget Data Request (BDR) Initial Responses

Summary of Agency Responses by Activity

Activity	Contact Centers			Contacts		
	#Centers	with Perf Metrics	with Cost Metrics	Contacts per Month Min / Average / Max	with Perf Metrics	with Cost Metrics
Call or Contact Center	515	37%	21%	5,837 / 9,941 / 14,045	78%	57%
Toll Free Number	225	36%	26%	3,676 / 6,692 / 9,708	82%	35%
Web-Based E-mail Form System	221	29%	7%	5,740 / 9,450 / 13,160	55%	21%
Dedicated Public E-mail Address	545	19%	10%	767 / 2,055 / 3,344	42%	17%
Interactive Voice Recognition Systems (IVR)	21	71%	38%	34,977 / 53,500 / 72,023	79%	49%
Automated FAQ System	52	17%	8%	12,750 / 19,711 / 26,673	63%	30%
Interactive web page such as chat or bot	15	27%	13%	867 / 2,533 / 4,200	21%	4%
Other	7	14%		/ 428 / 857	25%	
Total for all reporting agencies	1,601			4,329 / 7,510 / 10,691		

Summary of Agency Responses by Agency

Aggregate for all Activities

Agency	Monthly	Min	Max	FTEs	Contacts per FTE	
U.S. Department of Veterans Affairs	1,227,000	802,520	1,651,500	1578.3	777	
U.S. Department of Education	1,127,250	705,055	1,549,500	552.02	2,042	Monthly figure is based upon the median value of the range of figures reported by each agency. The min and max values represent the sum of the min and max values for each reported range. Contacts per FTE is based upon the Monthly figure.
U.S. Department of Agriculture	730,750	462,529	999,000	247.6	2,951	
U.S. Department of the Treasury	646,750	421,515	872,000	249.75	2,590	
Social Security Administration	576,000	373,014	779,000	4328.5	133	
Federal Trade Commission	562,000	364,511	759,500	8	70,250	
U.S. Postal Service	560,000	370,006	750,000			
U.S. Department of Homeland Security	545,500	344,020	747,000	45.5	11,989	
Department of State	507,000	314,023	700,000	17.8	28,483	
U.S. Department of Commerce	421,750	248,535	595,000	46.16	9,137	
Office of Personnel Management	368,000	231,017	505,000	115.7	3,181	
General Services Administration	341,250	216,512	466,000	25	13,650	
U.S. Department of Housing and Urban Development	322,250	199,518	445,000	180.75	1,783	
Department of the Interior	228,250	139,514	317,000	13	17,558	
U.S. Department of Health and Human Services	208,250	124,514	292,000	34	6,125	
National Science Foundation	203,500	128,010	279,000	8.05	25,280	
Selective Services	170,500	110,006	231,000	23.5	7,255	
Smithsonian	167,500	110,002	225,000	3	55,833	
Small Business Administration	161,500	103,003	220,000			
Federal Communications Commission, Consumer	138,750	86,508	191,000	304	456	
U.S. Department of Transportation	102,750	54,519	151,000	5.28	19,460	
U.S. Department of Justice	101,750	33,531	170,000	175.6	579	
Securities and Exchange Commission	75,250	39,509	111,000	71	1,060	
Environmental Protection Agency	56,750	10,529	103,000	12.85	4,416	
National Aeronautics and Space Administration	49,250	10,519	88,000	27	1,824	
Equal Employment Opportunity Commission	44,750	26,504	63,000			
National Archives and Records Administration	43,750	21,507	66,000	14	3,125	
U.S. Department of Energy	40,250	13,018	67,500	19.25	2,091	
National Gallery of Art	36,000	4,528	67,500	44.8	804	
National Labor Relations Board	30,500	13,005	48,000	35	871	
Corporation for National and Community Service	27,500	6,010	49,000	10	2,750	
U.S. Consumer Product Safety Commission	20,500	10,005	31,000	0.2	102,500	
Peace Corps	19,000	10,003	28,000	67	284	
National Council on Disability	18,250	10,002	26,500	2	9,125	
Department of Defense	17,500	10,001	25,000	4	4,375	
U.S. Holocaust Memorial Museum	10,250	1,507	19,000	3	3,417	

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National Transportation Safety Board	9,000	12	18,000	18	500
National Capital Planning Commission	7,250	1,503	13,000	6	1,208
U.S. Agency for International Development	7,250	1,503	13,000	4.5	1,611
National Credit Union Administration	3,750	5	7,500	1	3,750
U.S. Office of Special Counsel	3,000	4	6,000	1	3,000
U.S. Department of Labor	3,000	4	6,000	7	429
Federal Mediation and Conciliation Service	3,000	4	6,000		
Federal Labor Relations Authority	2,250	3	4,500		
U.S. Trade and Development Agency	2,250	3	4,500		
Defense Security Cooperation Agency	2,250	3	4,500	2	1,125
U.S. National Commission on Libraries and Infor	750	1	1,500	1	750
National Mediation Board	750	1	1,500		
Institute of Museum and Library Sciences				1	

Call or Contact Center

Agency	Monthly	Min	Max	FTEs	Contacts per FTE
U.S. Department of Agriculture	632,000	413,011	851,000	232	2,724
U.S. Department of Education	587,500	376,017	799,000	440.05	1,335
U.S. Department of the Treasury	491,500	321,507	661,500	247.2	1,988
Social Security Administration	255,500	163,007	348,000	3960.5	65
U.S. Department of Housing and Urban Develop	237,750	148,011	327,500	159.75	1,488
U.S. Department of Homeland Security	206,250	129,507	283,000	10	20,625
U.S. Department of Veterans Affairs	199,000	128,005	270,000	340.5	584
Selective Services	168,250	110,003	226,500	21	8,012
U.S. Postal Service	167,500	110,002	225,000		
Small Business Administration	155,750	101,502	210,000		
Office of Personnel Management	151,500	100,003	203,000	102.5	1,478
U.S. Department of Commerce	145,750	82,513	209,000	38.06	3,829
General Services Administration	92,500	60,002	125,000	20	4,625
Federal Trade Commission	86,500	53,003	120,000	2	43,250
Federal Communications Commission, Consume	75,000	50,001	100,000	74	1,014
U.S. Department of Justice	56,750	24,511	89,000	144	394
U.S. Department of Health and Human Services	29,750	13,004	46,500	18	1,653
National Aeronautics and Space Administration	26,750	6,009	47,500	12	2,229
U.S. Department of Energy	26,250	11,506	41,000	4.5	5,833
Environmental Protection Agency	21,000	4,508	37,500	6.45	3,256
Department of State	20,250	4,507	36,000	8.2	2,470
National Labor Relations Board	18,250	10,002	26,500		
Securities and Exchange Commission	18,000	4,504	31,500	58	310
U.S. Consumer Product Safety Commission	17,500	10,001	25,000	0	#Div/0!
National Gallery of Art	17,500	3,010	32,000	8	2,188
Smithsonian	17,500	10,001	25,000	1	17,500
Department of Defense	17,500	10,001	25,000	4	4,375
Department of the Interior	13,000	3,004	23,000	8	1,625
U.S. Department of Transportation	7,250	1,503	13,000	0.5	14,500
U.S. Holocaust Memorial Museum	7,250	1,503	13,000	1	7,250
Corporation for National and Community Service	6,500	1,502	11,500		
National Science Foundation	5,750	1,501	10,000		
U.S. Agency for International Development	5,750	1,501	10,000	2.5	2,300
National Transportation Safety Board	3,750	5	7,500	10	375
National Credit Union Administration	1,500	2	3,000	1	1,500
Federal Labor Relations Authority	750	1	1,500		
National Council on Disability	750	1	1,500	1	750
U.S. Office of Special Counsel	750	1	1,500		
U.S. Department of Labor	750	1	1,500	1	750

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Federal Mediation and Conciliation Service	750	1	1,500		
National Mediation Board	750	1	1,500		
U.S. Trade and Development Agency	750	1	1,500		
Defense Security Cooperation Agency	750	1	1,500	1	750

Toll Free Number

Agency	Monthly	Min	Max	FTEs	Contacts per FTE
U.S. Department of Veterans Affairs	453,250	296,507	610,000	1203.5	377
U.S. Department of Education	346,500	216,015	477,000	108.99	3,179
Department of State	156,500	101,503	211,500	1.5	104,333
U.S. Department of Homeland Security	88,750	53,006	124,500	33	2,689
U.S. Department of Transportation	47,000	26,507	67,500	1.55	30,323
Equal Employment Opportunity Commission	44,000	26,503	61,500		
Federal Communications Commission, Consume	37,500	25,001	50,000	74	507
U.S. Department of Agriculture	27,000	11,507	42,500	8.5	3,176
U.S. Department of Commerce	25,500	11,505	39,500	5	5,100
U.S. Department of Justice	19,500	4,506	34,500	9	2,167
General Services Administration	18,250	10,002	26,500	2	9,125
Environmental Protection Agency	12,250	3,003	21,500	0.2	61,250
Corporation for National and Community Service	6,500	1,502	11,500	6	1,083
Department of the Interior	6,500	1,502	11,500		
Office of Personnel Management	6,500	1,502	11,500		
National Archives and Records Administration	6,500	1,502	11,500		
Small Business Administration	5,750	1,501	10,000		
National Labor Relations Board	5,750	1,501	10,000	35	164
U.S. Department of Health and Human Services	5,750	1,501	10,000		
U.S. Department of Energy	1,500	2	3,000	2	750
National Transportation Safety Board	1,500	2	3,000	3	500
National Aeronautics and Space Administration	1,500	2	3,000	1	1,500
U.S. Department of the Treasury	750	1	1,500	0.45	1,667
U.S. Office of Special Counsel	750	1	1,500		
Peace Corps	750	1	1,500	33	23
U.S. Department of Labor	750	1	1,500	2	375
National Credit Union Administration	750	1	1,500		
National Gallery of Art	750	1	1,500	3	250
Federal Labor Relations Authority	750	1	1,500		
U.S. Agency for International Development				0	

Budget Data Request (BDR) Initial Responses

Web-Based E-mail Form System

Agency	Monthly	Min	Max	FTEs	Contacts per FTE
U.S. Department of Veterans Affairs	424,750	278,007	571,500	33.25	12,774
National Science Foundation	189,000	125,004	253,000	1.05	180,000
Federal Trade Commission	174,000	111,504	236,500	2	87,000
U.S. Department of Education	170,500	110,006	231,000	0.625	272,800
Department of the Interior	169,750	110,005	229,500	5	33,950
Social Security Administration	169,000	110,004	228,000	368	459
General Services Administration	157,250	101,504	213,000	2	78,625
Office of Personnel Management	151,500	100,003	203,000	3	50,500
U.S. Postal Service	75,000	50,001	100,000		
U.S. Department of Commerce	39,750	25,004	54,500	0.05	795,000
U.S. Department of Agriculture	24,750	11,504	38,000	3	8,250
U.S. Department of Homeland Security	18,250	10,002	26,500		
Peace Corps	17,500	10,001	25,000	33	530
Department of State	17,500	10,001	25,000		
Environmental Protection Agency	11,000	1,508	20,500	2.1	5,238
U.S. Department of Justice	8,000	1,504	14,500	1	8,000
Federal Communications Commission, Consume	5,750	1,501	10,000	74	78
National Gallery of Art	3,750	5	7,500	3.2	1,172
U.S. Department of Health and Human Services	2,250	3	4,500	5	450
National Aeronautics and Space Administration	2,250	3	4,500	1	2,250
U.S. Consumer Product Safety Commission	1,500	2	3,000	0.1	15,000
National Transportation Safety Board	1,500	2	3,000	2	750
U.S. Department of Transportation	1,500	2	3,000	0	#Div/0!
U.S. Department of Energy	1,500	2	3,000	0.25	6,000
National Labor Relations Board	750	1	1,500		
National Credit Union Administration	750	1	1,500		
National Capital Planning Commission	750	1	1,500	2	375
National Archives and Records Administration	750	1	1,500		
Federal Mediation and Conciliation Service	750	1	1,500		
Securities and Exchange Commission	750	1	1,500	3	250
U.S. Department of the Treasury	750	1	1,500		
U.S. Department of Labor	750	1	1,500	2	375
U.S. Agency for International Development	750	1	1,500	1	750
U.S. Trade and Development Agency	750	1	1,500		
Defense Security Cooperation Agency	750	1	1,500		
U.S. Holocaust Memorial Museum	750	1	1,500		
National Mediation Board					

Budget Data Request (BDR) Initial Responses

Dedicated Public E-mail Address

Agency	Monthly	Min	Max	FTEs	Contacts per FTE
Federal Trade Commission	151,500	100,003	203,000	4	37,875
Smithsonian	150,000	100,001	200,000	2	75,000
Department of State	69,500	38,008	101,000	8.1	8,580
Securities and Exchange Commission	56,500	35,004	78,000	10	5,650
Office of Personnel Management	52,750	28,008	77,500	8.7	6,063
U.S. Department of Transportation	46,250	26,506	66,000	1.98	23,359
U.S. Department of Education	21,250	3,015	39,500	2.3125	9,189
Federal Communications Commission, Consume	19,750	10,004	29,500	82	241
National Archives and Records Administration	19,000	10,003	28,000	14	1,357
General Services Administration	18,250	10,002	26,500	1	18,250
U.S. Department of Health and Human Services	18,250	10,002	26,500	10	1,825
National Aeronautics and Space Administration	18,000	4,504	31,500	12	1,500
National Council on Disability	17,500	10,001	25,000	1	17,500
U.S. Department of Justice	16,750	3,009	30,500	20.6	813
National Gallery of Art	10,250	1,507	19,000	5.05	2,030
U.S. Department of Commerce	10,250	1,507	19,000	3.05	3,361
U.S. Department of Housing and Urban Develop	9,500	1,506	17,500	21	452
National Science Foundation	8,750	1,505	16,000	7	1,250
U.S. Department of Agriculture	8,000	1,504	14,500	4.1	1,951
Corporation for National and Community Service	7,250	1,503	13,000	2	3,625
U.S. Department of Homeland Security	7,250	1,503	13,000	2.5	2,900
National Capital Planning Commission	6,500	1,502	11,500	4	1,625
Environmental Protection Agency	6,000	8	12,000	3.6	1,667
National Labor Relations Board	5,750	1,501	10,000		
U.S. Department of Energy	3,750	5	7,500	12.25	306
U.S. Department of the Treasury	2,250	3	4,500	1.05	2,143
National Transportation Safety Board	2,250	3	4,500	3	750
U.S. Office of Special Counsel	1,500	2	3,000	1	1,500
U.S. Consumer Product Safety Commission	1,500	2	3,000	0.1	15,000
Social Security Administration	1,500	2	3,000	0	#Div/0!
U.S. Holocaust Memorial Museum	1,500	2	3,000	2	750
Federal Mediation and Conciliation Service	750	1	1,500		
Defense Security Cooperation Agency	750	1	1,500	1	750
U.S. Trade and Development Agency	750	1	1,500		
Selective Services	750	1	1,500		
Equal Employment Opportunity Commission	750	1	1,500		
U.S. Department of Labor	750	1	1,500	2	375
Peace Corps	750	1	1,500	1	750
Department of the Interior	750	1	1,500		
U.S. National Commission on Libraries and Infor	750	1	1,500	1	750
U.S. Agency for International Development	750	1	1,500	1	750
Institute of Museum and Library Sciences				1	

Budget Data Request (BDR) Initial Responses

Interactive Voice Recognition Systems (IVR)

Agency	Monthly	Min	Max	FTEs	Contacts per FTE
Department of State	243,250	160,004	326,500		
U.S. Postal Service	167,500	110,002	225,000		
U.S. Department of Veterans Affairs	150,000	100,001	200,000	1	150,000
Federal Trade Commission	150,000	100,001	200,000		
U.S. Department of Housing and Urban Develop	75,000	50,001	100,000		
U.S. Department of Homeland Security	75,000	50,001	100,000		
U.S. Department of Agriculture	38,250	25,002	51,500	0	#Div/0!
General Services Administration	37,500	25,001	50,000		
U.S. Department of Commerce	6,500	1,502	11,500		
Office of Personnel Management	5,750	1,501	10,000	1.5	3,833
U.S. Department of the Treasury	750	1	1,500	0.45	1,667
U.S. Department of Health and Human Services	750	1	1,500		

Automated FAQ System

Agency	Monthly	Min	Max	FTEs	Contacts per FTE
U.S. Department of Commerce	187,500	125,002	250,000		
U.S. Department of Health and Human Services	150,750	100,002	201,500	1	150,750
U.S. Postal Service	150,000	100,001	200,000		
U.S. Department of the Treasury	150,000	100,001	200,000	0.6	250,000
U.S. Department of Homeland Security	150,000	100,001	200,000		
Social Security Administration	150,000	100,001	200,000	0	#Div/0!
Department of the Interior	38,250	25,002	51,500		
National Archives and Records Administration	17,500	10,001	25,000		
U.S. Department of Energy	5,750	1,501	10,000		
Environmental Protection Agency	5,750	1,501	10,000	0.5	11,500
National Gallery of Art	3,750	5	7,500	25.55	147
U.S. Holocaust Memorial Museum	750	1	1,500		
Federal Labor Relations Authority	750	1	1,500		
Federal Mediation and Conciliation Service	750	1	1,500		
National Aeronautics and Space Administration	750	1	1,500	1	750
National Credit Union Administration	750	1	1,500		
Selective Services	750	1	1,500	0.5	1,500
U.S. Department of Justice	750	1	1,500	1	750
Department of State	0	0	0		
U.S. Department of Transportation					

Interactive web page such as chat or bot

Agency	Monthly	Min	Max	FTEs	Contacts per FTE
General Services Administration	17,500	10,001	25,000		
Corporation for National and Community Service	7,250	1,503	13,000	2	3,625
U.S. Department of Commerce	6,500	1,502	11,500		
U.S. Department of Education	750	1	1,500	0.0475	15,789
U.S. Department of the Treasury	750	1	1,500		
U.S. Department of Health and Human Services	750	1	1,500		
Selective Services	750	1	1,500	2	375
U.S. Department of Energy	750	1	1,500	0.25	3,000
Environmental Protection Agency	750	1	1,500		
Federal Communications Commission, Consume	750	1	1,500		

Budget Data Request (BDR) Initial Responses**Other**

Agency	Monthly	Min	Max	FTEs	Contacts per FTE
U.S. Department of Energy	750	1	1,500	0	#Div/0!
U.S. Department of Agriculture	750	1	1,500		
U.S. Department of Transportation	750	1	1,500	1.25	600
U.S. Department of Education	750	1	1,500		
U.S. Department of the Treasury	0	0	0		